

## October to December 2020 performance

In 2008, Ofgem introduced new complaint handling standards in line with the Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008.

Utility Warehouse aims for the highest standards in customer service. However, there may be occasions when our customers may wish to complain (the industry regulator calls these “an expression of dissatisfaction”). Some examples of customer complaints could be:

- not understanding a letter we have sent to them
- asking for information on submitting a meter reading
- querying direct debit payments.

We aim to resolve any complaint to the customer’s full satisfaction the first time it is raised with us. Between 1 October 2020 and 31 December 2020, we received 6,599 expressions of dissatisfaction from our domestic customers, of which 4,048 (61.3%) were resolved within one working day and 2,551 (39.7%) could not be resolved on the same day or the next working day after being received.

Delays to complaint resolution generally occur when the complaint requires investigation in more detail or more information is required from another party in order to ensure that the complaint is dealt with to the standard that our customers expect.

### Top reasons for customer complaints

- Billing 33.22%
- Customer Service 25.81%
- Post-smart meter installation 16.81%
- Payments 5.97%
- Smart meter issues 3.05%

	No. of complaints opened	No. of complaints opened per 100,000 customers	No of complaints resolved	No of complaints resolved per 100,000 customers	% of complaints resolved <day+1	% of complaints resolved within eight weeks
Octo to Dec 2020	6,599	652	5,560	549	74.6%	99.1%

If you need to complain to Utility Warehouse, you can find details of how to do so here: <https://uw.co.uk/help/making-a-complaint>